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| No images? [Click here](https://postofficeltd.cmail19.com/t/r-e-triuihdk-bghyjiyht-x/)one news roundup29 November 2021**New measures announced in response to the Omicron variant**On Saturday 27 November, the Government announced new temporary measures they are re-introducing due to the new COVID-19 variant, Omicron.The key change is from 4am on Tuesday 30 November, face coverings will be mandatory in shops, including Post Offices in England. Exemptions on medical grounds and for young children will apply.Here is a summary of guidance and resources to help you.**Branch posters and customer messages**You can continue to use existing face covering posters if you still have them. We have also designed a new poster which you can download by [clicking here](https://postofficeltd.cmail19.com/t/r-l-triuihdk-bghyjiyht-y/). A coloured poster is being printed and will be distributed to branches in December.Social media images are available on the [#WeArePostOffice](https://postofficeltd.cmail19.com/t/r-l-triuihdk-bghyjiyht-j/) social media app.**Face coverings guidance for staff** All branch colleagues must wear face coverings in the public areas of the branch and at parcel serving positions and exits.* [Here is further guidance](https://postofficeltd.cmail19.com/t/r-l-triuihdk-bghyjiyht-t/) on wearing face coverings in branch

**Exemptions**While wearing a face covering is mandatory, some people including those with certain disabilities, or breathing difficulties, are not required to wear them or find it more difficult. The reason isn’t always visible.* The latest information on exemptions is available [here](https://postofficeltd.cmail19.com/t/r-l-triuihdk-bghyjiyht-i/)

**Dealing with violent and abusive customers**Some customers may be more anxious than normal, especially as branches get busier over the peak period. Some customers may start to challenge one another and violence and verbal abuse could increase as people adjust to these changes.* [Here is guidance](https://postofficeltd.cmail19.com/t/r-l-triuihdk-bghyjiyht-d/) to help you and your staff.

**Support for Postmasters**If you experience difficult situations in your branch and would like specialist support, please do contact our Agents Support Helpline & Assistance on 0800 032 5712, selecting Option 2. This service is available 24/7.* [Here is a link](https://postofficeltd.cmail19.com/t/r-l-triuihdk-bghyjiyht-h/) to a leaflet you might also find helpful.

We will continue to monitor government guidance, and update you with any further changes or advice.Thank you for your support, and stay safe.**Amanda JonesRetail & Franchise Network Director** FacebookTwitterYouTube

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